

FIG. 1000 50562/50

10

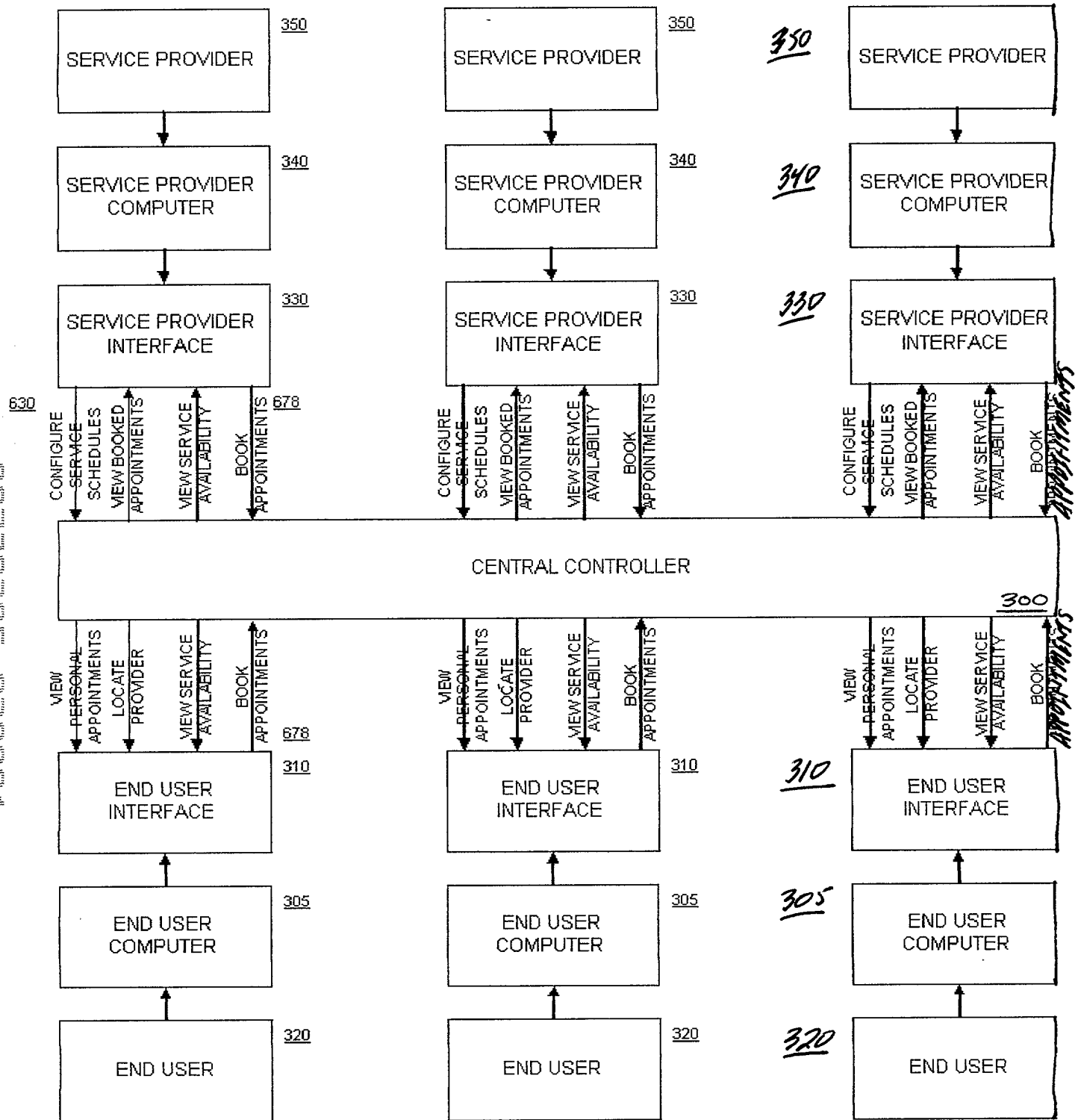


FIG. 1

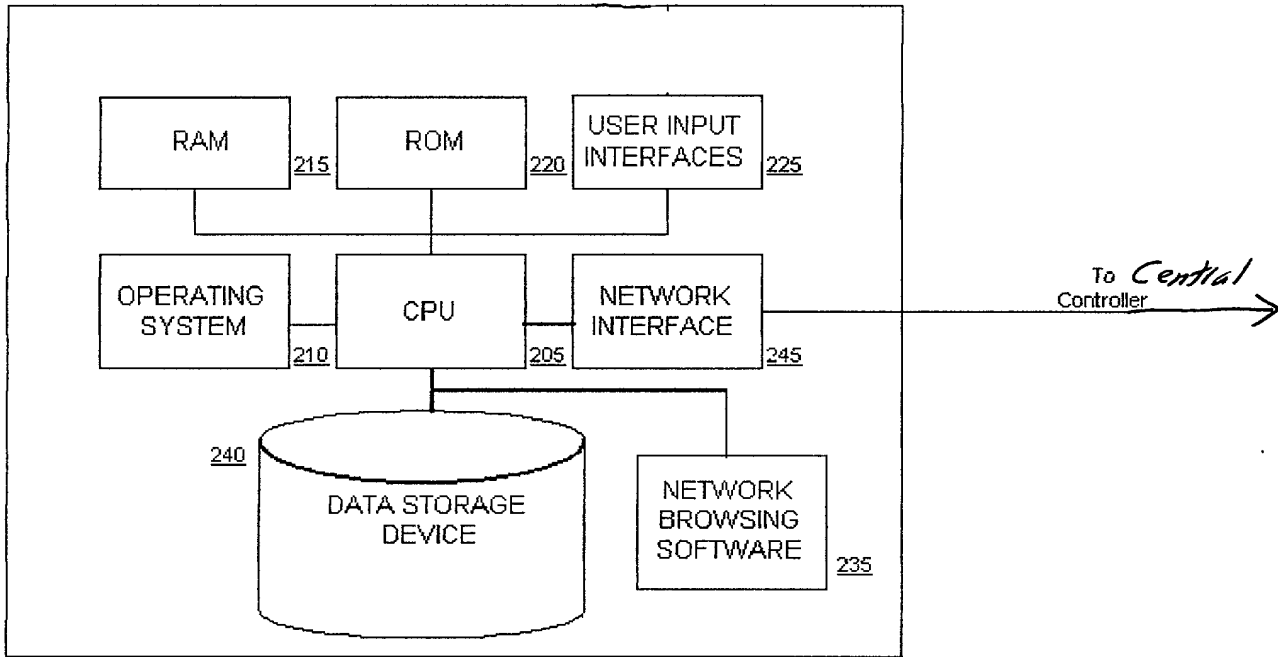
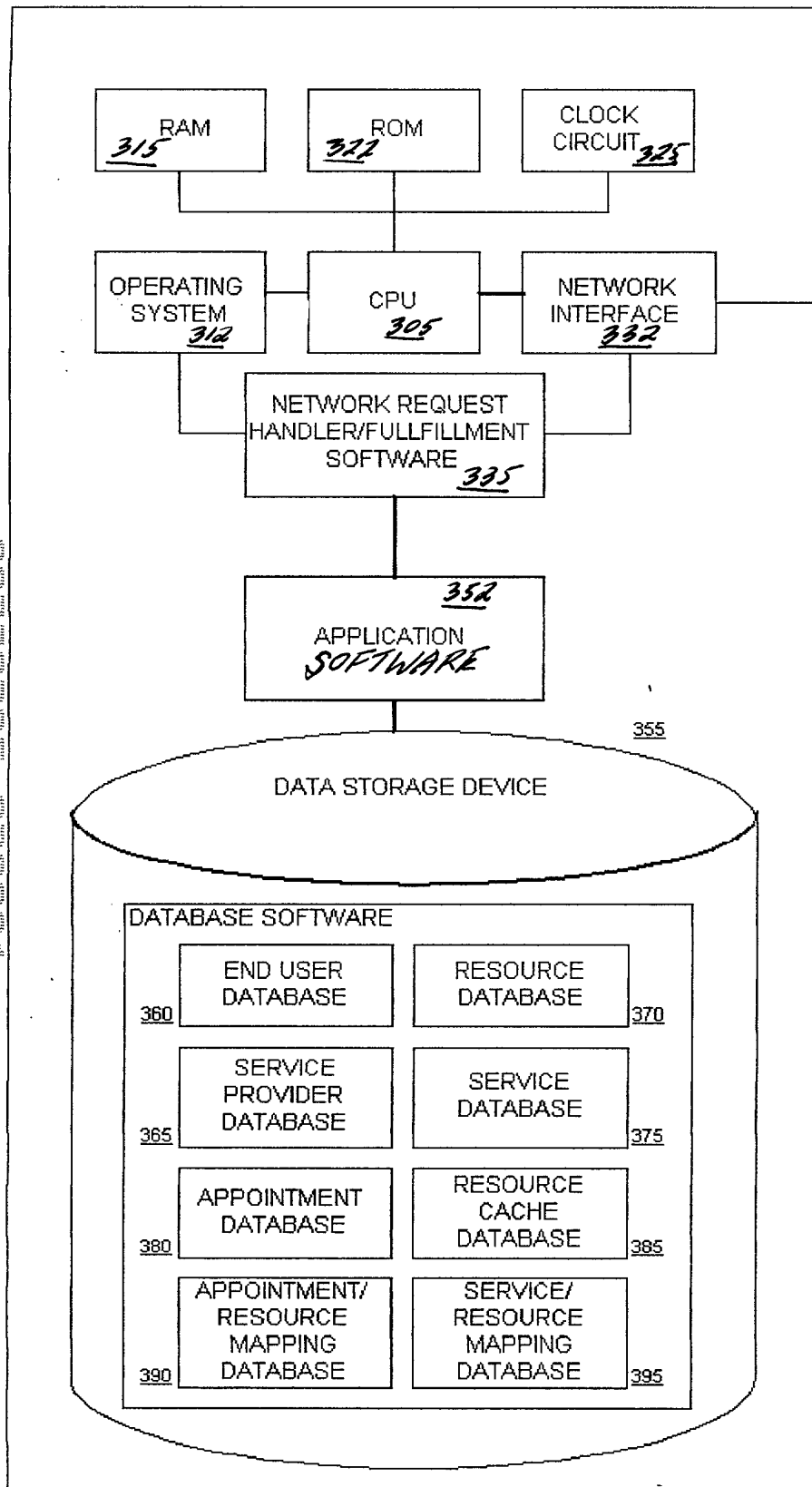


FIG. 2

300



From/To Service Provider
and End User
Interfaces

FIG. 3

END USER ID 402	END USER EMAIL 404	END USER PASSWORD 406	END USER FIRST NAME 408	END USER LAST NAME 410	END USER TIME ZONE 412	END USER POSTAL CODE 414
544323	joe@earthlink.net	SKDIKJE39	Joe	Manatu	5	10012
544324	ir12209@yahoo.com	873KJK3H	Jeff	Jones	8	98105
544325	mmn@globa.com	0808882	Renata	Muria	5	10003

~ 416

FIG. 4

2518

FIG. 5

2612

RESOURCE Table

RESOURCE ID	SERVICE PROVIDER ID	RESOURCE TITLE	RESOURCE OPEN	RESOURCE CLOSE	RESOURCE ACTIVATION SETTING
602	604	606	608	610	612
92238	23545668	Car Repair Bay	480	1040	1
92239	23545668	Battery Testing Machine	480	1040	1
92240	23545670	Estate Planning Accountants	420	900	1
92241	23545671	Executive Club Rooms	0	1440	1

FIG. 6

2226

Table

SERVICE

FIG. 7

APPOINTMENT Table 800

APPOINTMENT ID 802	END USER ID 804	SERVICE ID 806	START TIMESLOT NUM 808	START TIMESTAMP 810	END TIMESLOT NUM 812	END TIMESTAMP 814	USER CREDIT CARD NUM 816	USER CARD TYPE 818	APP USER CARD EXPIRE 820	APPOINTMENT DESCRIPTION 822	APP ACTIVE FLAG 824
1001223	544323	5660	525	Jul 21 2000 08:45:14:000AM	555	Jul 21 2000 09:15:14:000AM	4776873303780065	VISA	09/02	Please install a System V Optima battery	1
1001224	544323	5667	720	Aug 23 2000 12:00:00:000PM	765	Aug 23 2000 12:45:00:000PM	NULL	NULL	NULL	If hear loud sounds when switching gears.	1
1001225	544324	7665	1140	Aug 24 2000 07:00:25:000PM	1260	Aug 24 2000 09:00:25:000PM	NULL	NULL	NULL	NULL	1

~ 826

RESOURCE CACHE Table

[illegible]

FIG. 9

SERVICE/RESOURCE MAPPING Table 1000

SERVICE ID	RESOURCE ID
1002	1004
5668	92238
5668	92239
5668	92236

1006 ~
1008 ~
1010 ~

FIG. 10

APPOINTMENT/RESOURCE MAPPING Table 1100

APPOINTMENT ID	RESOURCE ID
1001223	92238
1001223	92239

~
1106 ~
1108 ~

FIG. 11

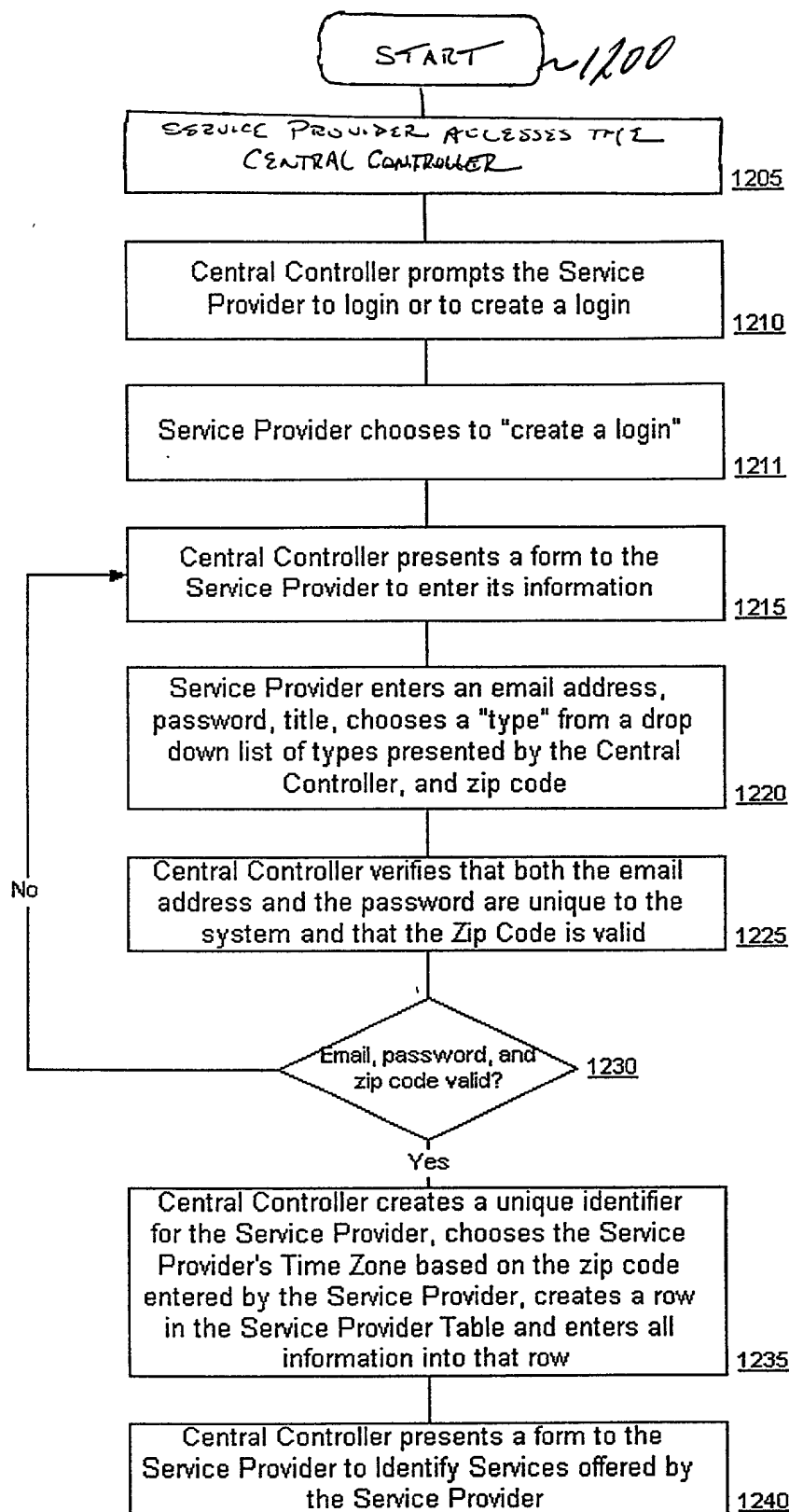


Fig. 12B
Fig. 12A

From Fig. 12A

Service Provider enters Service title, # of minutes required to provide the service, minimum advance days for reserving, maximum advance days for reserving, minimum advance days for cancellation by Service User, credit card hold setting, Service price hold if credit card hold is required, and activation setting for each Service

1245

Central Controller creates one row in the Service table for each service entered by the Service Provider, and stores the information along with the Service Provider's unique identifier

1250

Central Controller presents a form to the Service Provider to identify the Resources that are used to provide Services

1255

Service Provider enters Resource title, minute of the day that the Resource is available to provide Services, minute of the day that the Resource is not available to provide Services, and activation setting for each Resource

1260

Central Controller creates one row in the Resource table for each resource entered by the Service Provider, and stores the information along with the Service Provider's unique identifier

1265

Central Controller presents a form to the Service Provider to associate Resources with Services

1270

Service Provider associates each Service with one or more Resources

1275

Central Controller stores each association of Service and Resource as a row in the Service/Resource Map Table

1280

Central Controller prompts the Service Provider to change its activation setting allowing the Service Provider to open to providing Service to End Users

1285

FIG. 12B

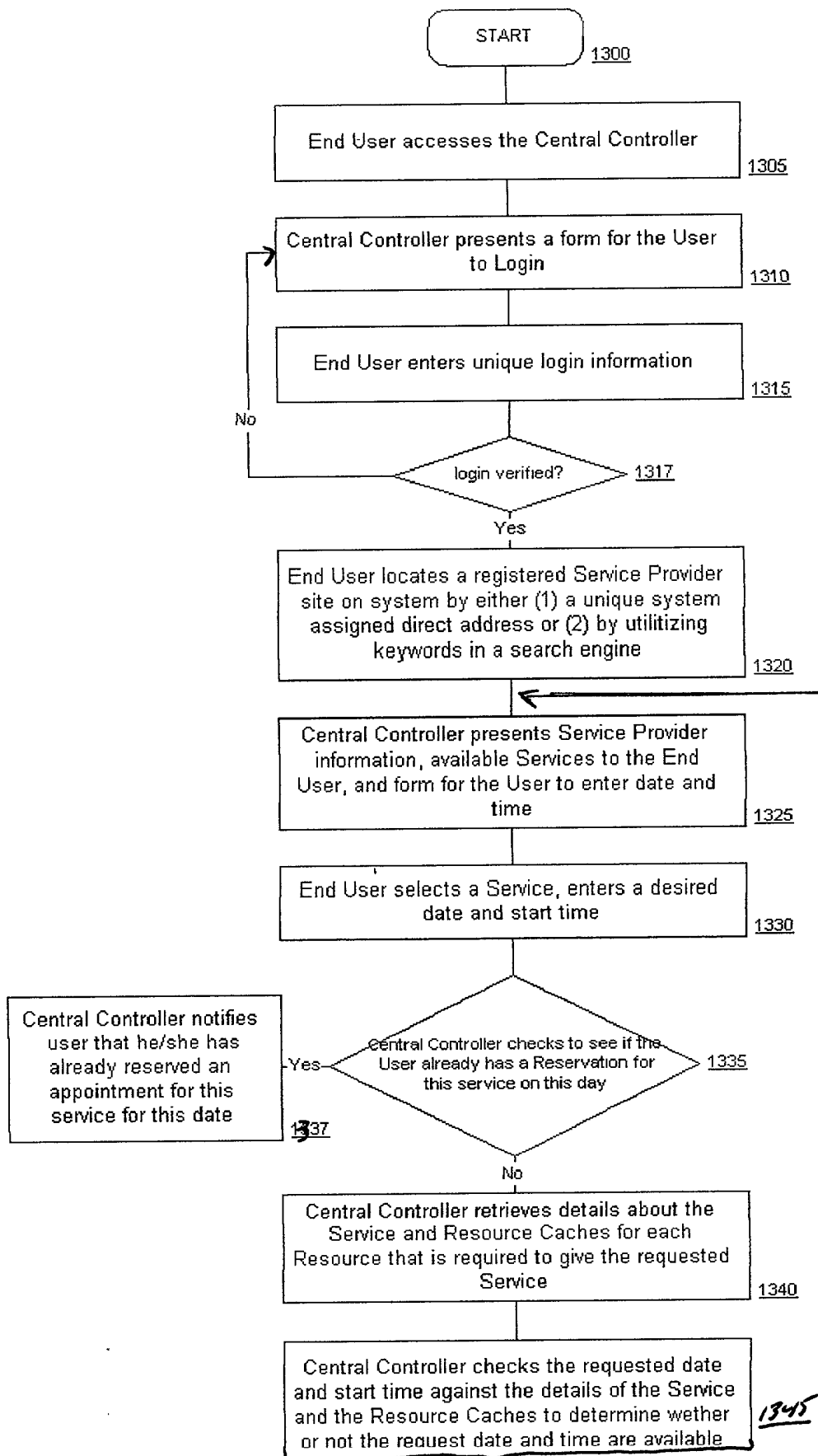


FIG. 13A

Fig. 13B

FIG. 13B

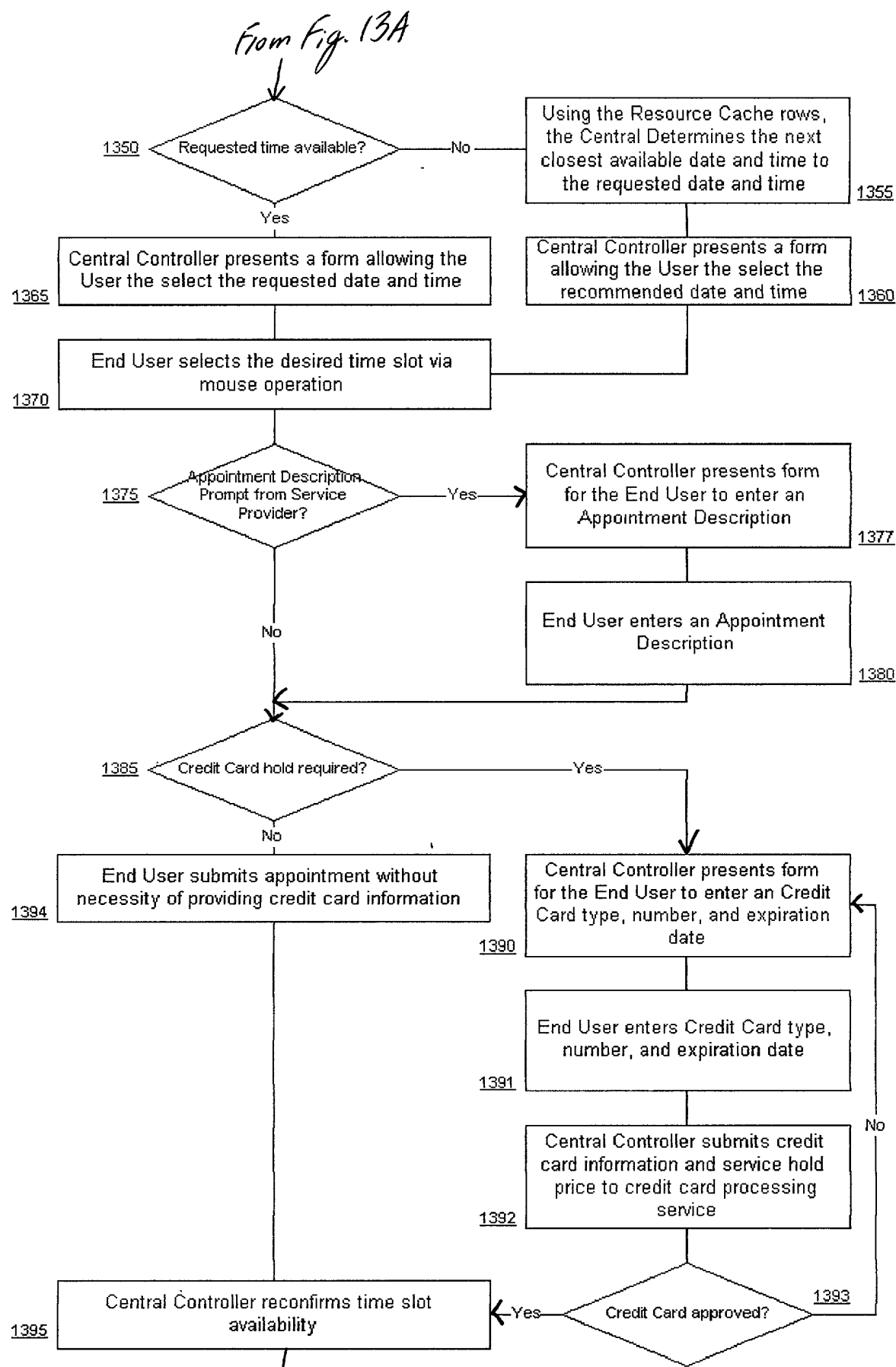


Fig. 13C
FIG. 13B

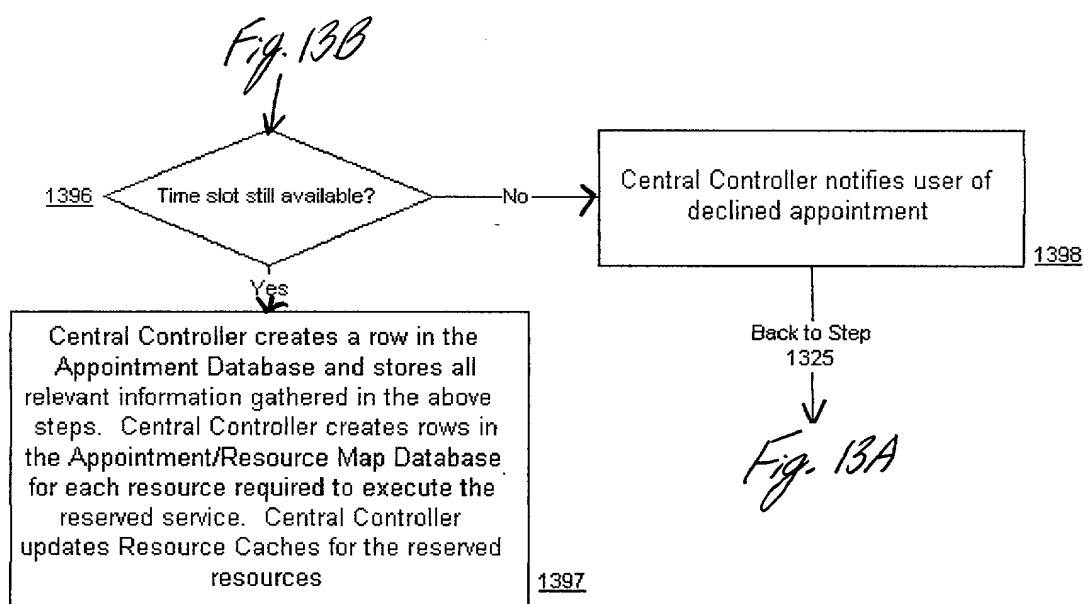


FIG. 13C

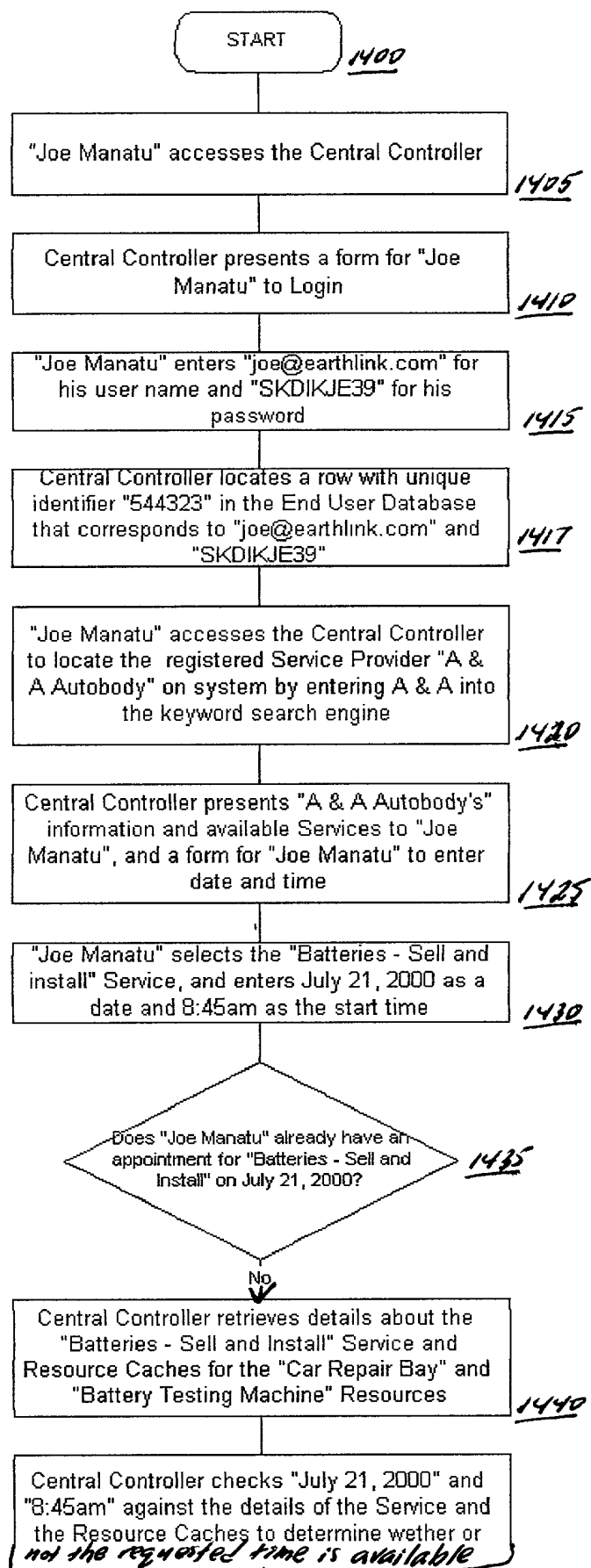


FIG. 14A

Fig. 14B

Fig. 14A

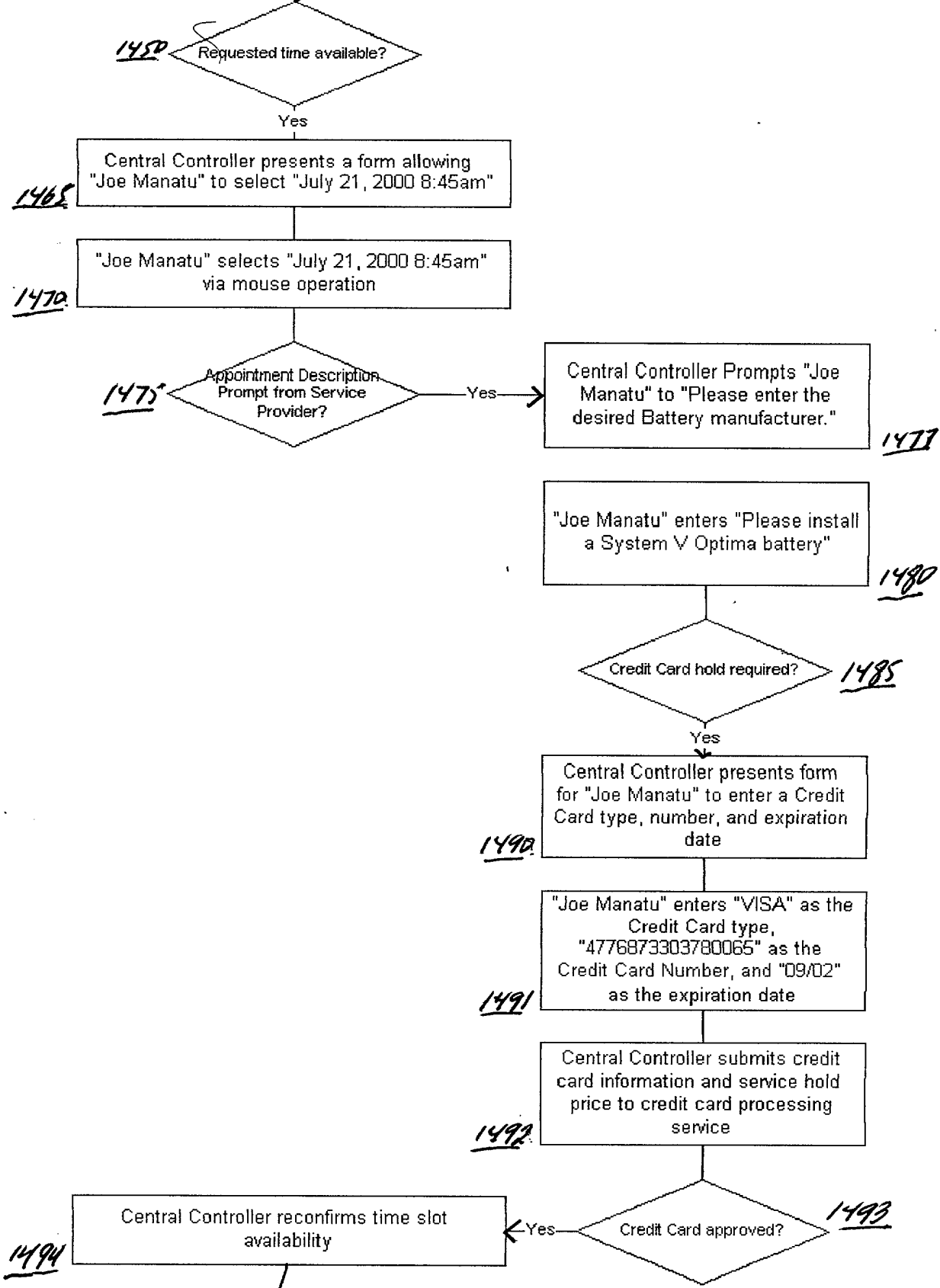
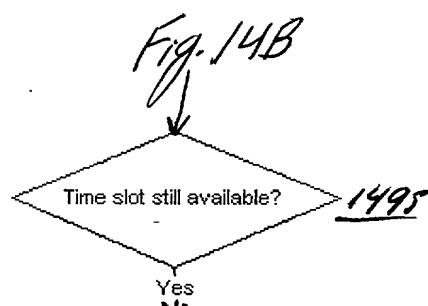


Fig. 14C

FIG. 14B

FIG. 14B



Central Controller creates a row in the appointment table with APPOINTMENT ID "1001223" and stores all relevant information gathered in the above steps. Central Controller creates 2 rows in the Appointment/Resource Map table for each resource required to execute the reserved service. Central Controller updates Resource Caches for the reserved resources 1496

FIG. 14C